

IN THE SPECIFICATION

Please amend the specification as follows:

On page 6, lines 16 to 21, please amended the paragraph as follows:

At operation block 2212, if the ~~their~~ user inputs additional comments, network facility enters the additional comments into the database. The user may indicate that the complaint has been resolved. In such a case, network facility 110 will send emails to the complaining user that the complained against user has indicated that the complaint has been resolved.